



## Discover, Scan, Absorb

understand the foundations of your business

For many years your organization has spent money on its infrastructure-buying varied hardware, software and network devices to remain competitive and to facilitate the running of the business. As a result most organizations struggle to keep an accurate inventory of what is deployed in the infrastructure. But more importantly, what is the true extent of service failure on your business? You are probably experiencing tight budget constraints which means that every asset in the organization must be fully utilized before money is released for new purchases. IT managers today must be knowledgeable about the current state of the environment, planned organization and infrastructure changes as well as accounting for every asset deployed; from the time of purchase to its eventual disposal.

FrontRange Inventory Management is an integral part of the FrontRange Infrastructure Management solution family, sharing a common architectural platform with other FrontRange products. Infrastructure Data is automatically collected and stored in a common Configuration Management Database (CMDB) so that data integrity and consistency is maintained throughout the asset life cycle. This design allows for real-time view to managers and allows service technicians to review the real-life configuration of the asset rather than the results of last year's manual audit. This capability alone significantly reduces the time needed to diagnose and repair problems, particularly for assets in remote locations.

Seamless integration with FrontRange IT Service Management provides your Service delivery teams with complete visibility of all assets affecting your users when they log incidents. The Service Desk Technician is then able to perform diagnostics to determine the root cause of problems and feed accurate information into the change management process. Service Desk Technicians can instantly determine what assets a user has, accelerating problem resolution while reducing costs and ultimately providing higher customer satisfaction. Fully embedded business processes allow Asset controllers to build automated workflow and business rules that can extend into the rest of the IT organization and beyond.

The FrontRange Foundation architecture reduces the complexity of managing the IT infrastructure, lowers Total Cost of Ownership and provides the ability to add new modules as your needs change. When first installed, assets on the network are automatically discovered and reported back to the Inventory Manager. This process is highly automated; based on agentless technology negating the cost and time needed to install software in the field. The Inventory Management module also allows for manual entry of assets not on the network or stored in remote locations. This could be extended to non-technology assets such as desk, chairs etc

### Roles Based

Regardless of your role, 360° access to the complete IT infrastructure ensures decisions you make are based on fact, guaranteeing minimal business impact.

- **Service Desk Analyst** – link live asset information to incidents ensuring rapid front line resolution
- **Change Manager** – Scan CMDB for full business impact prior to authorizing changes
- **Service Level Manager** – Link Configuration items to service, understand full business impact of unavailable services
- **Problem Manager** – understand what assets are affected by problems, work out restoration plans minimizing business impact
- **Inventory/Asset Manager** – full view of Incident and Problem history associated with Asset

### Key features include:

- Automatic scans for desktops and network devices
- Agent-less technology reduces implementation costs
- Interoperability and shared CMDB integrates with FrontRange IT Service Management for faster problem identification and resolution
- Tightly integrated with the Problem and Change Management approval process. Full audit trail to record changes to assets through their lifecycle, ensuring full integrity of the CMDB
- Schedule automated scans for pre-defined network segments to collect inventory additions and changes during off-peak hours
- Manually enter data for non-scanned inventory items
- Implement customized business process for real-time alerts and event-driven automated responses
- Undiscovered assets are automatically scanned the next time they connect to the network
- Create real-time dashboards with customizable queries to display information driven by your business needs

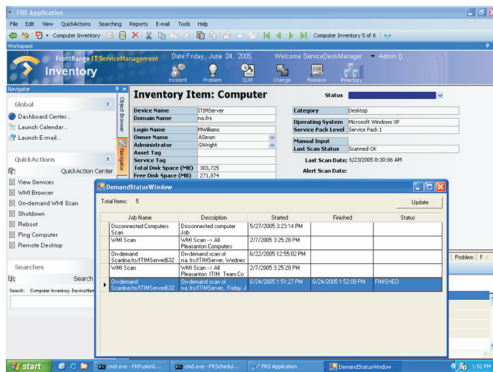
### Scan assets on the network

The Inventory Management module scans the network for IP devices to find either WMI enabled PCs or SNMP enabled devices and provides a picture of the hardware, software and services used in the enterprise. Data captured from network scanning is saved in an ITIL consistent Configuration Management database (CMDB), allowing for immediate access and correlation by any other module in the FrontRange Solutions Portfolio.



## Scan laptops that connect intermittently

One of the challenges with managing today's IT assets is keeping a handle on mobile devices that connect to the network infrequently. FrontRange Inventory Management meets this challenge by detecting and scanning the device as it connects to the network.



Complete integration with FrontRange IT Service Management applications for faster problem identification, resolution and approval processes.

## Configure asset views for your enterprise

FrontRange Inventory Management is easy to set up and use because it includes wizard-driven tools that allows you to change what data is collected and how that data is displayed. The WYSIWYG drag-and-drop tools allow administrators to create new objects, manipulate forms and fields, and create new forms on the fly and much more - all without coding. Real-time reports can be created or customized through easy-to-use graphical dashboards to provide a centralized management and control environment.

## Automate business processes and enforce best practices

Based on the FrontRange Foundation, FrontRange Inventory Management includes a powerful BPML based business process automation engine that provides real time alerts and event-driven rules processing. The FrontRange workflow system allows the development of unique workflow across the different FrontRange applications and even other systems within your infrastructure. For example, there may be a need for the service desk technicians to be notified when a particular server's hard drives reaches 95% disk utilization. Automatic preventive maintenance can be performed to guarantee a high level of availability of the server for its users. Using the workflow engine an incident can be automatically created when such a conditions occur. This incident becomes visible to the service desk technician through the IT Service Management tool, allowing for the appropriate technician to be dispatched.



## Minimum System Requirements

Please note that requirements vary by implementation. Contact your FrontRange Solutions representative for more information

### Server and Technical Requirements

- Intel® Pentium® IV Dual CPU (recommended)
- 2 GB of RAM
- 25 GB of free hard disk space (recommended) 3 GB swap
- Microsoft® .NET Framework 1.1
- Microsoft Internet Information Services (IIS) server 5.0 or higher
- Microsoft Internet Explorer 5.5 SP2 or higher
- Microsoft Windows® 2000 Server SP3 or higher or Microsoft Windows Server™ 2003
- Database: Microsoft SQL Server™ 2000 SP3 or higher
- Oracle 9, release 2, driver 9.2.0.5

### Client Requirements

- 1-GHz Intel Pentium III processor (Pentium IV recommended)
- 512 MB of RAM (recommended)
- 100 MB of free hard disk space (recommended)
- Microsoft .NET Framework 1.1
- Microsoft Internet Explorer 5.5 SP2 or higher
- Microsoft Windows 98, Windows 2000 Professional, Windows XP Professional

## Inventory Management from FrontRange

Inventory Management is just one component of the FrontRange Infrastructure Management solution family, a broad set of manageability tools that help IT managers and administrators automate, organize and manage tasks across the enterprise. Infrastructure Management is designed to ensure an organization's overall success by optimizing the use of IT assets, increasing security and network availability. The FrontRange Infrastructure Management solution family is based on ITIL® and other IT best practices built specially for growing and geographically distributed enterprises.

To learn more about Inventory Management call FrontRange Solutions at **800.776.7889**  
[www.frontrange.com](http://www.frontrange.com)